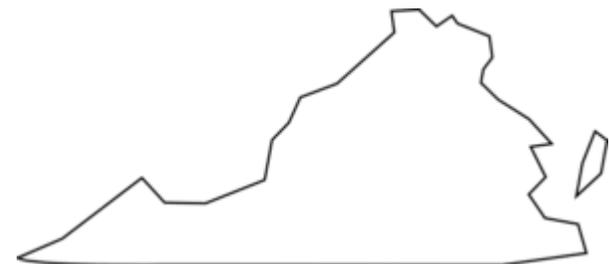


EVALUATION OF SURVEY RESULTS

VIRGINIA'S COMMONWEALTH TRANSPORTATION BOARD EFFECTIVENESS

August 22, 2017

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Survey Response Rate

- There were 12 responses out of 24 invitations to the electronic survey resulting in a 50% response rate.
- 9 current Commonwealth Transportation Board (CTB) members responded (75%).
- 3 past CTB members responded (25%).

Effectiveness of CTB

- On a 5 point scale* the effectiveness of the CTB was rated 3.86%.
- The majority rated it as great (4), with no fair or poor measures.

* 5 = Excellent, 4 = Great 3 = Good, 2 = Fair, 1 = Poor

Comments on Effectiveness

Overall the comments were positive indicating that the recent changes to the board have been beneficial.

Suggestion summaries include:

- Consider one day meetings; these may increase participation.
- The CTB seems to be beginning to collectively understand and agree to their role in the changed environment.
- CTB needs to operate more strategically in its roles and in how the board collectively shares emerging problems and identifies longstanding points of friction.
- Effectiveness is best when the materials are available with sufficient time for us and the public to digest them.

Board's Project Selection Process (SMART SCALE)

- On a 5 point scale the selection process was rated 4.29.
- The majority rated it either excellent or great, with no fair or poor measures.

* 5 = Excellent, 4 = Great 3 = Good, 2 = Fair, 1 = Poor

Comments on Project Selection Process

- The changes implemented to refine the scoring process have provided great improvement.
- An issue was raised regarding policy changes to address the inequitable regional transportation authority so that all regions have the opportunity to raise funds to plug gaps and leverage state, federal and private dollars.

What Is Going Well at Meetings?

- The responses indicate that there is good exchange between board members and staff.
- Members are well prepared and knowledgeable, civil and respectful.
- There is open dialog and transparency.

What Is Going Well Between Meetings?

- There is open communication between the agency and members.
- The staff is excellent about reaching out and prepping for board meetings.
- Information and reports are shared in a timely manner.
- Central office staff is very responsive to questions or concerns.
- The calendar dates are firm.

What Could be Improved at or Between Meetings?

- Staying up-to-date on issues is important to being an effective participant.
- Always seek for improvements in relevant and timely communication processes.
- Clarify the role of the CTB especially regarding policy versus working board.

What Would You Like to Receive from the Agency Directors That You Are Not?

- Most responses indicated that the directors are responsive, available, and communicate well.
- There was one comment regarding the process around the RAB endorsement.

What Standing Committees Do You Recommend?

- Responses indicated that the members were happy with the current committees.
- Technology, and DPRT, Local Assistance, Roads, and Smart Scale were mentioned in a few comments.

How Would You Rate the Onboarding Process for New Board Members?

- On a 5 point scale the onboarding process was rated 3.00.
- The majority rated it as good (3), with no excellent or poor measures.

* 5 = Excellent, 4 = Great 3 = Good, 2 = Fair, 1 = Poor

Comments on the Onboarding Process

- New members need to understand their role as a policy board and that they are appointees.
- There is much to learn as a new member; have learning sessions on/with VDOT, Smart Scale, DRPT, pending issues, etc.
- Consider an annual retreat for new members.
- Formalize the onboarding process.

Other Suggestions

- There was a reiteration on the importance of timely information.
- There were some suggestions for performance management including monthly and annual action lists, metric review, and shifting to more strategic conversations.
- There was a reiteration on a need for more role clarification on many levels.
- There was a recommendation for mentors for new CTB board members.
- There was a reiteration for one day meetings.